



Fazer QEHS Policy

This QEHS policy applies to all Fazer Group companies.

This policy supports our company strategy and defines our management's commitment to quality, food safety, environment and occupational health and safety (QEHS) in everything we do. This policy, in addition to its internal use in Fazer, can be used also for external communication and setting requirements for our business partners.

1. General

In order to improve QEHS performance we aim to:

Safety First- Occupational and Food Safety

- Ensure a safe and healthy working environment and working conditions to protect and maintain the employees' ability to work, as well as to prevent and avoid accidents at work, occupational diseases and physical and mental health drawbacks.
- Develop a high level of safety culture that is present and visible in our working environment.
- Ensure that our products and services are safe and that food safety is managed throughout the supply chain, from suppliers to customers.

Quality Excellence

- Exceed our customers', clients', consumers', guests' and other stakeholders' expectations
- Ensure that our products always are of high quality

Take care of the environment

- Manage our environmental risks and minimise the negative environmental impacts.
- Improve resource efficiency by reducing energy consumption and mitigating greenhouse gas emissions, reducing water consumption, using raw materials in an efficient way by preventing waste and loss of raw material and adopting the principles of the waste hierarchy.
- Fazer also aim to prevent the loss of biodiversity.

Comply with regulations

- Follow and, where appropriate, go beyond the minimum requirements set out in national laws and regulations in the countries in which we operate. This includes Group-wide commitments and requirements as well as other requirements and voluntary commitments to which the businesses are committed.



Drive Continuous Improvement

- Have an active dialogue with our customers, clients, consumers, guests and other stakeholders, and consider their expectations in our operations and the development of our QEHS work.
- Identify the areas of our business that have a significant impact on QEHS, manage our QEHS risks and develop our processes and products to improve our performance and to reduce negative impacts
- Set objectives and targets for continuous improvement and evaluate progress against these targets.
- Take the needed steps to prevent QEHS deviations, accidents and incidents by systematic hazard identification and risk assessments to minimise, eliminate risks, and improve our performance.
- Perform internal audits and inspections to identify deviations / improvement needs and define actions to improve

Involve everyone

- Address also indirect impacts by encouraging our supply chain, customers and consumers to act in a responsible way regarding QEHS.
- Make internal and external stakeholders aware of the requirements set out in this policy.

Adequate resources

- Managers and employees need to have adequate competence and resources to execute high-quality operations and services, produce safe products, consider the environmental and safety impacts and mitigate risks covering all Fazer's operations.

Open communication

- We encourage open and honest communication; both internally and externally, to be able to identify risks and opportunities, act quickly on deviations and ensure excellent quality in all our procedures.
- The basis for our co-operation is trust and respect.
- Ensure the QEHS programs are documented

2. QEHS roles and responsibilities

Top Management: Group Management team

- Ultimate responsibility of Fazer QEHS policy
- Set Group QEHS objectives
- Approve QEHS long term plan (LTP) as part of group strategy and LTP
- Provide adequate financial and human resources for QEHS programmes
- Monitor and regularly review QEHS performance



Top Management: Business Area, Business Unit and Functional Management Teams

- Implement Fazer QEHS policy
- Form and follow practices, instructions and operating models in line with this policy
- Set and reach targets in line with this policy and Group QEHS plans and instructions
- Management at all levels of organisation are responsible for managing QEHS matters in their areas of responsibility
- Provide adequate financial and human resources for QEHS programmes
- Monitor and regularly review QEHS performance

Middle Management: Operation Managers, Bakery Managers, Factory Managers

- Plan and provide adequate resources for QEHS programmes
- Develop and ensure safe and high-quality working environment and working practises
- Develop and approve working instructions
- Ensure that QEHS aspects are considered and assessed during organisational and process changes, during purchase and maintenance procedures of machines, equipment, tools and chemicals
- Plan and implement appropriate employee trainings
- Ensure cooperation with employees and encourage appropriate positive attitudes towards QEHS
- Ensure accidents and incidents are reported and investigated appropriately and suitable controls are implemented

Production Managers, Restaurant Managers and Supervisors

- Immediate control and supervision of working environment and habits to support QEHS work.
- Ensure that our products and services are delivered and made according to QEHS policy and instructions
- Participate in improving Fazer ways of working to exceed our customers' and guests' expectations
- Implement QEHS into employee induction and training
- Ensure cooperation with employees and encourage appropriate positive attitudes towards QEHS
- Arrange communication with employees and encourage employees to report any QEHS related improvement ideas and concerns
- Lead/Participate in accident and incident investigations, communicate investigation results to employees, implement controls
- Monitor the working environment, condition of machines, equipment and tools from QEHS perspective



All employees' and individuals' responsibilities

- Follow rules and instructions, ask your manager if something is unclear
- Participate in improving our ways of working to exceed customers' and guests' expectations
- Take care of their own and other employees' safety
- Use machines, equipment and tools in a safe and adequate way
- Support a safe and organised working environment
- Report all hazardous situations, environmental and quality issues to their supervisor
- Stop work if there is serious danger to health and safety and it is not possible to avoid hazard in any other way
- Use defined personal protective equipment and safety controls

QEHS leadership team

- Review compliance with the QEHS Policy
- Escalate the needed topics to the Group Management Team
- Ensure alignment within Fazer on QEHS topics
- Perform the Group QEHS management review
- Assure the decisions are implemented in all businesses